

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

2008 DEC 24 A 10: 28

CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 08-0686

ORIGINAL

Regarding a complaint by (Person making the complaint):

Vitina Gendron

Against (Utility name):

Nicor Gas

As to (Reason for complaint)

Reduce the amount I owe to Nicor Gas, for the fact that, had I received my Nicor Gas Bills for the amount I used, when I used it I would have stopped using the Pool heater after the first Bill. It's not fair to wait 163 days, then bill me for that large amount. I have paid smaller amounts Nicor has billed me, before they sent me the large amount.
in Davis Junction Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

525 Autumnwolf Dr., Davis Jct. IL
61020

The service address that I am complaining about is

Same

My home telephone is

(815) 509-9403

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[] Same as above

My e-mail address is

None

I will accept documents by electronic means (e-mail) ☐ Yes

☒ No

(Full name of utility company)

Nicor Gas

(respondent) is a public utility and is subject

to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

280-P80

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please clearly state what you want the Commission to do in this case:

I would like to owe to Nicor Gas only the amount that I should have been charged for in May, because had I received that bill I would not have used my pool heater anymore. I couldn't afford it. I am 66 yrs. old and on a fixed income.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date:

12/18/08
(Month, day, year)

Complainant's Signature:

Vitina Gendron

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

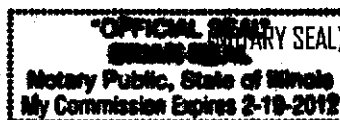
I, *Vitina Gendron*, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Vitina Gendron
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year)

12/18/2008

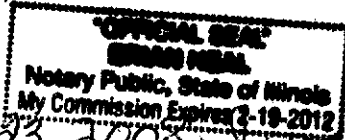
Brian Huff
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

12/18/2008
Brian Neof

Vitena Gordon



1. On October 23, 2008, I was issued a bill from Nicor Gas in the amount of \$4,377.71 for 163 days of service at my residence.
2. I had a pool heater installed in May of this year and used it over the summer.
3. I have paid all my bills from Nicor Gas, up to this date.
4. I have never had a pool heater before and was not aware of how much natural gas usage there was.
5. Had I received a bill for more than \$79.17 for usage in May, I would have shut the pool heater off and left it off!
6. I paid the next two bills of \$54.20 and \$57.71 as I received them.
7. I am confused with their adjustments of \$972.75 and \$1,373.69 and my total now being \$5,585.68. (11/25/08)